

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P. O. Box 272400  
Fort Collins, Colorado 80527-2400

PATENT APPLICATION  
ATTORNEY DOCKET NO. 10004623-1

IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): David M. Payne

Confirmation No.:

Application No.: 09/874,082

Examiner: Saeid Ebrahimi Dehkordy

Filing Date: 8/4/2001

Group Art Unit: 2826

Title: Network-based Technical Support and Diagnostics

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MAR 29 2005

Mail Stop  
Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment ( ) Petition to extend time to respond  
( ) New fee as calculated below ( ) Supplemental Declaration  
(X) No additional fee  
( ) Other: \_\_\_\_\_ (fee \$ \_\_\_\_\_)

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS		MINUS		=	x 50	\$
INDEP. CLAIMS		MINUS		=	x 200	\$
[ ] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+	\$
EXTENSION FEE	1ST MONTH	2ND MONTH	3RD MONTH	4TH MONTH	\$	
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$

Charge \$ 0.00 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

(X) I hereby certify that this paper is being transmitted  
to the Patent and Trademark Office facsimile  
number (703) 872-9308 on March 29, 2005  
Number of pages:

Typed Name: Carly Taylor

Signature: 

By 

David A. Morasch

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Date: March 29, 2005

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

MAR 29 2005

Application Serial No. ....09/874,082  
Filing Date ..... 06/04/2001  
Inventorship ..... Payne et al.  
5 Applicant ..... Hewlett-Packard Company  
Group Art Unit ..... 2626  
Examiner ..... S. Ebrahimi Dehkordy  
Attorney's Docket No. .... 10004623-1  
Title: Network-based Technical Support and Diagnostics

10 RESPONSE TO OFFICE ACTION DATED JANUARY 3, 2005

15 To: Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

20 From: David A. Morasch  
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